



FAQ

with Louis Poulin of Atvent Solutions

What makes MobileNet different from other OSS packages?

It's the quality and scope of information made available to the client – both field technicians and managers.

In the field, technicians are able to gather high-quality information and capture it through a customized client interface; using the same interface, they are able to share it. That makes it easy for anyone to pick up the ball and run with it, whether they are familiar with that particular network area or not.

Managers follow field operations through user-friendly, real-time web reports - built from that high-quality information. That allows them to perform a host of functions very efficiently. The range covers everything from ordering parts or equipment through to performance tracking, quality assurance and many other purposes.

Can all of this be customized?

We don't ask the client to fit with our solution, we tailor our solution to fit the client's established procedures and processes. Customized reports are just one way we do that. Each client has different needs and wants, different priorities and a different focus. We work to support their objectives, to provide the information they need in the format that's most workable for them. It becomes a custom-tailored application that the client hosts on their own servers.

Who is your ideal prospect?

MobileNet is designed to significantly increase the efficiency and reliability of MSO and Public Utilities' network operations. Today, our clients include blue-chip organizations recognized for service excellence, who therefore place real value on service excellence. We provide them with network operations information management and updates 24/7. We feel this is our market niche – we have a proven track record on large-scale project delivery in MSO organizations. This is the sector where we see our business growing.

What is the main benefit for clients using MobileNet?

For most clients, the number one consideration is the bottom line. By significantly increasing the efficiency and reliability of network operations, there is a favourable impact on the bottom line. Quality of service is also a primary benefit. With a more efficient, reliable network, our client is able to foster loyalty and retain users, supporting their enterprise's long-term growth.



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What about environmental concerns?

Clearly a primary benefit is an enormous reduction in paperwork. And if we look at MobileNet's efficiency in locating problematic issues we can see how truck rolls can be minimized.

This obviously results in savings on fuel and wear and tear on equipment, reducing the client's carbon footprint. It also avoids frustration and wasted time.

Tell us a bit about the Atvent team

Our team includes project managers, system architects, DBA, GIS specialists and software engineers – all experienced in network operations and management. Most of us have been working together for many years... we have a low turnover rate and everyone takes pride in our daily SLA compliance.

Your daily SLA compliance?

Yes, it's measured daily. We feel that consistently meeting or exceeding our SLA is important not just for the client, but for us, as well. It's one of the ways we measure our success.

What will interest a prospective client?

MobileNet provides instant access to both the big picture and the smallest detail. It's an all-inclusive, trouble-free SaaS business model, providing the flexibility to host a tailored OSS application on client-owned servers. And MobileNet is in a league of its own in terms of scope, customization, efficiency gains and continuous enhancements.